

Industrial Ethics

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

Lecture-1, Chap-4, Management

Q(a) 2017-18

Q.º Define management, is management an or science? comment.

Ans.º Management : A set of activities (including planning, organizing, leading, and controlling) directed by an organizations resources with the aim of achieving organizational goals and objectives in an effective and efficient manner.

The science of management :

- (i) many problem and issues can be solved in scientific ways.
- (ii) managers use quantitative models, and decision-making techniques to reach correct decisions.

The Art of management:

- (i) managers try to take decisions to solve problems on the basis of perception, experience, character & personal insight.
- (ii) Solving unusual and non-routine problems.

Extra definition

Effectively : Doing the right things.

Effectiveness is about doing the right task, completing activities, and achieving goals.

Efficiently : Doing things in the right manner.

Efficiency is about doing things in an optimal way.

Vision : describe the future situation that a company wishes to have.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

☐ Mission: describe the functional purposes of the organization.

* Differences between mission and vision:

A mission statement focuses on a company's present state, while a vision statement focuses on a company's future.

☐ Organizations: people working together and coordinating their actions to achieve specific goals.

☐ (1) mid 1, 19-20

Q: Define the four functions of management and provide a real-world example of each.

Ans: Four functions of management:

I) planning

(II) leading

II) controlling

(IV) Organizing

① Planning : is the process used by managers to identify and select appropriate goals and courses of action for an organization.

Example: A tech company like Apple plans for the ~~real~~ release of a new iPhone by conducting market research, and setting sales targets. ~~and~~

② Organizing : In organizing, managers create the structure of working relationships among organizational members that best allows them to work together and achieve goals. An organizational structure is the outcome of organizing.

Example: In a hospital, the administration organizes staff into departments like emergency, surgery etc.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

③ Leading: In leading, managers determine direction, state a clear vision for employees to follow, and help employees understand the role they play in attaining goals.

Example: A restaurant manager leads a team of servers and kitchen staff by setting a positive tone, resolving conflicts etc.

④ Controlling: In controlling managers evaluate how well the organization is achieving its goals and take corrective action to improve performance.

Example: An airline company uses key performance indicators like on-time departures and customer satisfaction ratings to monitor service quality.

management level

Organizations often have 3 levels of managers :

First line managers : responsible for day to day operation. They supervise the people performing the activities required to make the goods or services.

Middle managers : Supervise first line managers. They are also responsible to find the best way to use departmental resources to achieve goals.

Top managers : Responsible for the performance of all departments and have cross-departmental responsibility. They monitor middle managers.

Managerial Roles (mid 19-20, 18-19) (17-18, 4(a))

There are 3 broad role categories;

① Interpersonal

② Informational

③ Decisional

Interpersonal Roles

Roles managers assume to coordinate and interact with employees and provide direction to the organization.

(i) Figurehead role: symbolizes the organization and what it is trying to achieve.

(ii) Leader role: train, counsel, mentor and encourage high employee performance.

Informational Roles

Associated with the tasks needed to obtain and transmit information for the management of the organization.

(iii) Liaison role: link and coordinate people inside & outside the organization to help achieve goals.

- (I) Monitor role: Scans the environment for new information.
- (II) Disseminator role: manager transmits information to all subordinates
- (III) Spokesperson role: Transmit organizational information to outsiders.

Decisional Roles

Associated with the methods managers use to plan strategy and utilize resources to achieve goals.

- (i) Entrepreneur role: deciding upon new projects or programs to initiate and invest in.
- (ii) Resource allocation roles: Allocate monetary and non-monetary resources of the organization.
- (iii) Negotiator role: seeks to negotiate solution between other managers, unions, customers or shareholders.
- (iv) Disturbance handler role: Assume responsibility for handling an unexpected event or crisis

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

Managenial skills (mid-19-20)

There are three skill sets that managers need to perform effectively.

(1) Conceptual skills: the ability to analyze and diagnose a situation and find the cause and effect.

(2) Interpersonal skills: the ability to communicate with, understand, & motivate both individuals and groups.

(3) Technical skills: the job-specific knowledge required to perform a task. Common examples includes marketing, accounting and manufacturing.

All three skills are enhanced through formal training, reading, and practice. These skills help managers perform

their roles efficiently, lead teams effectively and achieve organizational goals.

Chap 2, Ethics in IT

7 Forces changing the nature of professional services (mid 19-20)
2(b) 17-18

The seven key forces are:

(1) Client Sophistication: When clients are more aware of what they need from service providers and are more willing to look for best possible services.

(2) Governance: When tougher laws are enacted to attempt to avoid future scandals.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

(3) Connectivity: when client and service providers have built their working relationships on the expectation that they can communicate easily and instantly.

(4) Transparency: It involves any attempt to reveal and clarify any information that were previously hidden or unclear.

(5) Modularization: is the act of breaking down a production into smaller components.

(6) Globalization: is the process of interaction and integration among the people, companies and governments of different nations.

(7) Commoditization: is the transformation of goods into commodities that often nothing to differentiate themselves from those offered by competitors.

Challenges for IT workers and Employers

32-18, 2(c), mid-19-20

Some of the main problems they face are :

- ① Trade secrets:- keeping secrets formulas, codes on business ideas safe.
- ② Whistle-blowing:- reporting bad or illegal actions inside a company.
- ③ Conflict of interest:- when personal benefit might affect your professional decision
- ④ Fraud and misrepresentation:- Lying to customers or hiding important facts.
- ⑤ Breach of contract:- occurs when one party fails to meet the terms of a contract.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

① Bribery :- is the act of providing money, property or favours to someone in business or government in order to obtain a business advantage.

Bribes vs. gifts (17-18, 5(c))

Bribes	Gifts
Giving money, favor, or item to influence someone unfairly	A token of appreciation given without expecting anything in return.
To get unfair advantage	To show gratitude
Illegal and unethical	Legal
secretly	openly and publicly
Donor expect something in return	No expectation of return.

☐ most frequent areas of Resume falsehood or exaggeration : 3(a) 17-18

people often lie in the following ways on their resume :

- ① Job dates :- Extending how long they worked in a job.
- ② Job title :- Writing a higher title than the real one.
- ③ Education :- claiming fake degrees
- ④ Licenses :- saying they have certifications they never earned.
- ⑤ Fake company :- Listing a company that doesn't even exist.
- ⑥ Criminal Record :- Hiding legal problems
- ⑦ salary :- saying they earned more

than they did.

IT professional malpractices (17-18, 3(b))

malpractice means doing job in the wrong way. In ~~IT~~ IT, some examples are:

- (1) Negligence :- Not doing something a careful person would do.
- (2) Misrepresentation :- Giving wrong or incomplete information.
- (3) Conflict of interest :- Doing something for personal gain instead of what's right for the client.
- (4) Fraud :- Cheating to make money.
- (5) Breach of contract :- Not keeping promises in a deal.

□ Ethical issues for IT users:

17-18, 3(c)

① Software piracy:

using or sharing paid software without a license.

② Inappropriate use of resources:-

using company computers for personal things (like watching movie or shopping).

③ Sharing private data:

Giving out user information without permission.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

(4) privacy issues

Reading people's emails or files without them knowing.

(5) Not following Rules

Ignoring laws or company policies when using IT systems.

Chap-16 (Foundations of organizational Structure)

Q Organizational structure and key Elements:

mid (18-19) (1) (17-18 5(a))

organizational structure refers to the way in which tasks and responsibilities are divided, coordinated, and supervised within an organization.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

Key Elements of organizational Structure :

(i) Work specialization : Dividing work into specific tasks for increased efficiency.

(ii) Departmentalization : Grouping tasks and jobs into departments.

(iii) Chain of command : The line of authority from top management to the lowest levels.

(iv) Span of control : The number of employees a manager is responsible for.

(v) Centralization and decentralization : The degree to which decision-making is concentrated at a single point or spread-out.

(vi) Formalization : The extent to which rules, procedures, and responsibilities are written.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

④ Three common organizational designs :

(mid-18-19) (2) (12-18 50)

(1) Simple structure :

→ Very basic and informal organizational design

→ Usually has one main leader who makes most decisions.

→ Few rules and little formalization

→ Direct supervision and communication

(2) Bureaucracy :

→ Traditional and formal hierarchy

→ Clear roles, rules and procedures

→ Top-down decision-making

→ Focus on stability and efficiency

(3) Matrix structure :

→ Combines functional and product departmentalization.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

→ Employees report to two managers

→ Can be complex in authority.

□ Mechanistic vs. Organic models

Mechanistic	Organic
High specialization	Cross-functional teams
Rigid departmentalization	Cross-hierarchical teams
Clear chain of command	Free flow of information
Narrow spans of control	Wide spans of control
Centralization	Decentralization
High formalization	Low formalization

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

Three strategy

(1) Innovation Strategy : A strategy that emphasizes the introduction of major new products and services

(2) Cost - minimization strategy : A strategy that emphasizes tight cost controls, avoidance of unnecessary innovation or marketing expenses, and price cutting

(3) Imitation Strategy : A strategy that seeks to move into new products or new markets only after their viability has already been proven

GOOD LUCK™

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

management Leadership Slide

Some Definition :

* Leader : someone who can influence others and who has managerial authority

* Leadership : The ability to influence a group toward the achievement of goals.

* management : see Lec (1), chap - (1)

Seven leadership traits : (mid2-19-20)(18-19) 17-18 9(b)

(1) Drive : A strong motivation to achieve goals and excel. Leaders with high drive are energetic, persistent, and proactive.

Example : A sales manager who consistently pushes to exceed targets.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

(2) Desire to Lead : The internal motivation to take charge and influence others.

Example : A team member who volunteers to manage a new project.

(3) Honesty and integrity : ~~Being~~ Being truthful and consistent in words and actions.

Example : A leader who admits to errors and corrects them sets a strong ethical example.

(4) Self-Confidence : Belief in one's own abilities and decisions. Leader need to show self-confidence in order to convince followers.

Example : A confident project leader can reassure a team during a tight deadline.

(5) Intelligence : The ability to analyze, understand, and solve complex problems.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

Example : A technically skilled manager who can troubleshoot issues quickly increases team efficiency.

(6) Job-relevant knowledge : Deep understanding of the field or industry in which the leader operates.

Example : An IT leader with deep cybersecurity knowledge can effectively lead a team during a data breach.

(7) Extraversion : The ability to interact comfortably and energetically with others.

Example : A highly outgoing leader may foster stronger team collaboration.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

Contemporary leadership theories : mid-19-20

(1) Transformational Leadership

Definition : Focuses on inspiring and motivating followers to exceed expectations.

Features : Visionary, charismatic, change-driven

Strengths : promotes innovation and employee development.

(2) Servant Leadership

Definition : prioritizes serving others, include employees and community.

Features : Empathy, listening, stewardship

Strengths : Builds trust, collaboration, and a strong ethical climate.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

(3) Authentic leadership

Definition: Based on self-awareness, transparency, and ethical behavior

Features: Genuine, value-driven, self-regulated.

Strengths: Encourages trust, psychological safety, and long-term commitment.

* Difference from traditional leadership:

Aspect	Traditional	Contemporary
Focus	task completion, control	Empowerment, development and ethics
Style	top-down, authoritative	collaborative, participative
Relationship	Distant and formal	close, empathetic and authentic

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

Managing power (mid-19-20, 18-19, 17-18, 4(c))

(1) Legitimate power :

The power a leader has as a result of his or her position

(2) Coercive power :

The power a leader has to punish or control

(3) Reward power :

The power to give positive benefits or rewards.

(4) Expert power :

The power a leader has as a result of his or her expertise, skills, or knowledge.

(5) Referent power :

The power of a leader that arises because of a person's desirable resources or

admitted personal traits.

* Impact of misuse of power :

- (I) Fear and Intimidation : Overuse of coercive power creates a toxic environment where employees bear punishment instead of feeling motivated.
- (II) Loss of trust : Misusing legitimate or reward power damages trust between leadership and staff.
- (III) Low morale : Employees may feel undervalued if power is used unjustly, leading to decreased motivation and productivity.

TOPIC NAME : _____

DAY : _____

TIME : _____

DATE : / /

Human Resource management - chap-1

Personnel mistakes (mid-19-20 (9))

(1) Hiring the wrong person for the job :

Consequence : Leads to poor job performance.

Avoidance strategy : Use structured interviews, and clear job descriptions during recruitment.

(2) Having employees not doing their best :

Consequence : Low productivity and reduced competitiveness.

Avoidance strategy : Implement performance management systems, provide feedback, and set clear goals.

(3) Wasting time with useless interviews :

Consequence : Delays hiring and reduced the candidate experience.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

Avoidance strategy : Train interviewers,
use relevant questions

(4) Having unfair or inequitable salaries :

Consequence : Employee dissatisfaction,
decreased morale

Avoidance strategy : Conduct regular salary
reviews and ensure pay equity across
role and genders.

(5) Lack of training undermining effectiveness

Consequence : Skill gaps, errors and
reduced efficiency.

Avoidance strategy : Develop a continuous
training.

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

Key Human resource specialties: mid (19-20)

(1) Recruitment and selection:

Attracts and selects the most suitable candidates to meet organizational needs.

(2) Training and development:

Enhances employee skills, knowledge, and competencies through formal learning programs.

(3) Labor relations:

manages the relationship between the organization and employee representatives.

(4) Compensation and Benefits:

Designs fair and competitive pay structures, benefits, and reward

TOPIC NAME : _____

DAY : _____

TIME : _____ DATE : / /

systems :

* specialization enhances HR's strategic role by %

(1) Improved expertise and efficiency.

(2) Alignment with Organizational strategy.

(3) Better risk management.

(4) Data-driven insights

(5) ~~and~~ Employee engagement and retention.